

Product Documentation



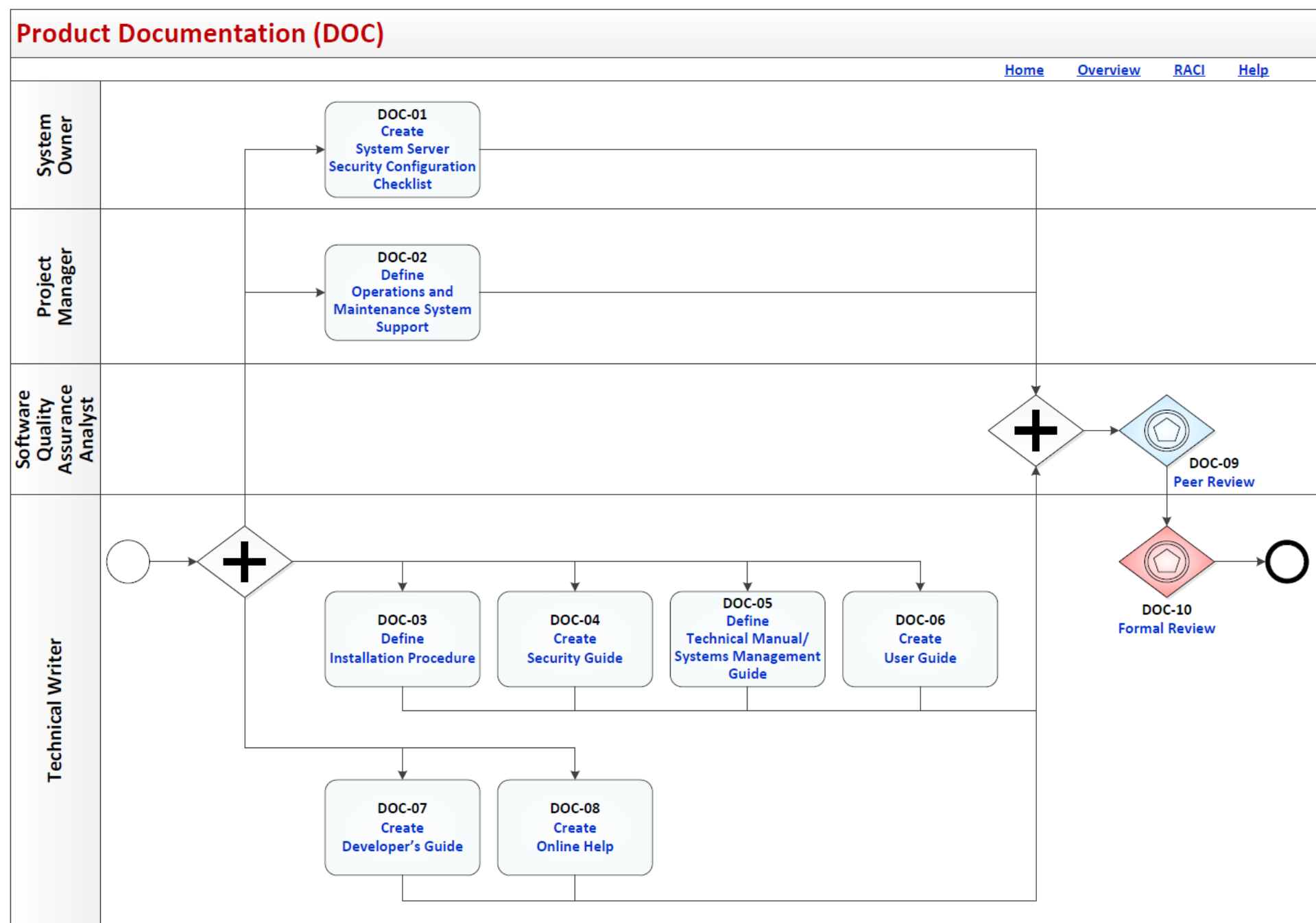
ProPath

Office of Information and Technology

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Product Documentation Process Maps



Process: Product Documentation

Overview: The process map for Product Documentation cycles through the following process and review activities:

- DOC-01 Create Server Security Configuration Checklist
- DOC-02 Define Operations and Maintenance System Support
- DOC-03 Define Installation Procedures
- DOC-04 Create Security Guide
- DOC-05 Define Technical Manual/Systems Management Guide
- DOC-06 Create User Guide
- DOC-07 Create Developer's Guide
- DOC-08 Create Online Help
- DOC-09 Conduct Peer Review of Product Documentation
- DOC-10 Conduct Formal Review of Product Documentation

Product Documentation Description and Goals

Description

Ensure necessary documentation is developed according to standards.

Goals

Product Documentation includes, but is not limited to:

- Assessment and Authorization Package
- Developer's Guide
- Installation Procedures
- Online Help
- Operations and Maintenance System Support
- Production Operations Manual
- Release Notes
- Security Guide
- Systems Management Guide
- Technical Manual
- User Guide

Product Documentation RACI Information

The following describes the RACI information for this process:

DOC-01 Create Server Security Configuration Checklist

Responsible Role: System Owner

Accountable Role: Program Executive Officer

Consulted Role: None Listed

Informed Role: None Listed

DOC-02 Define Operations and Maintenance System Support

Responsible Role: Project Manager

Accountable Role: Program Manager

Consulted Role: None Listed

Informed Role: None Listed

DOC-03 Define Installation Procedures

Responsible Role: Technical Writer

Accountable Role: Program Manager

Consulted Role: None Listed

Informed Role: None Listed

DOC-04 Create Security Guide

Responsible Role: Technical Writer

Accountable Role: Program Manager

Consulted Role: None Listed

Informed Role: None Listed

DOC-05 Define Technical Manual/Systems Management Guide

Responsible Role: Technical Writer

Accountable Role: Project Manager

Consulted Role: Software Quality Assurance Analyst

Informed Role: None Listed

DOC-06 Create User Guide

Responsible Role: Technical Writer

Accountable Role: Project Manager

Consulted Role: Software Quality Assurance Analyst

Informed Role: None Listed

DOC-07 Create Developer's Guide

Responsible Role: Technical Writer

Accountable Role: Project Manager

Consulted Role: None Listed

Informed Role: None Listed

DOC-08 Create Online Help

Responsible Role: Technical Writer

Accountable Role: Project Manager

Consulted Role: None Listed

Informed Role: None Listed

DOC-09 Conduct Peer Review of Product Documentation

Responsible Role: Project Manager

Accountable Role: Program Executive Officer

Consulted Role: None Listed

Informed Role: None Listed

DOC-10 Conduct Formal Review of Product Documentation

Responsible Role: Software Quality Assurance Analyst

Accountable Role: Project Manager

Consulted Role: None Listed

Informed Role: None Listed

Product Documentation Associated Artifacts Information

Associated Artifacts information (including hyperlinks) for this process includes:

Artifact Review Agenda and Minutes Template

Artifact Template

Deployment, Installation, Rollback, Back-out Guide Template

Documentation Style Guide

Guidance Document Template

OIT Documentation Standards

Operational Acceptance Plan Template

Operations and Maintenance Responsibility Matrix Template

Product Documentation Artifacts Approval Signatures Template

Product Documentation Review Checklist

Production Operations Manual Template

Record of Notification Template

Release Notes Template

Security Guide Template

System Design Document Template

Technical Manual Template

User Guide Template

Product Documentation Tools and Web Sites Information

The Tools and Web Sites associated with this process (including hyperlinks) include:

Baseline and Configuration Management Portal

Office of Cyber Security (OCS) Portal

One-VA Technical Reference Model

Rational Team Concert (Change/Configuration Management)

Security Server Controls Checklists

VA Software Document Library

Product Documentation Standards Information

Standards associated with this process (including hyperlinks) include:

Approved Applications Abbreviations

Artifact Template

Department of Veterans Affairs Directives

Digital Signature Guide

Digital Signature Standard (DSS)

Displaying Sensitive Data Guide

Documentation Style Guide

End-User Documentation Standards

Guidance Document Template

Information Access and Privacy Program

NIST Special Publication 800-70 - National Checklist Program for IT Products—Guidelines for Checklist Users

OIT Documentation Standards

Quality Assurance Standard

Section 508 Policy and Procedures

Section 508 Standards Checklists, and Document Applications Checklists

Section 508 Standards for Electronic and Information Technology

Product Documentation Process

Process Activity Name: DOC-01 Create Server Security Configuration Checklist

Concurrent Activities

DOC-02 Define Operations and Maintenance System Support

And

DOC-03 Define Installation Procedures

And

DOC-04 Create Security Guide

And

DOC-05 Define Technical Manual/Systems Management Guide

And

DOC-06 Create User Guide

And

DOC-07 Create Developer's Guide

And

DOC-08 Create Online Help

Previous Activities

Process Begins

Next Activities

DOC-09 Conduct Peer Review of Product Documentation

Description

The System Owner creates the Server Security Configuration Checklist. The Server Security Configuration Checklist includes a series of instructions for configuring a product to a particular operational environment in its simplest form. The assigned Information Security Officer (ISO), the System Administrator, and the Development Team collaborate to complete the required Server Security Configuration Checklist template which is provided by the System Administrator.

Input

System Configuration Files

System Installation Guides

Output

Server Security Configuration Checklist

Associated Artifacts

None Listed

Responsible Role

System Owner

Accountable Role

Program Executive Officer

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Baseline and Configuration Management Portal

Rational Team Concert (Change/Configuration Management)

Office of Cyber Security (OCS) Portal

Security Server Controls Checklists

Standards

Department of Veterans Affairs Directives

Information Access and Privacy Program

NIST Special Publication 800-70 - National Checklist Program for IT Products—Guidelines for Checklist Users

More Info

Depending on the project type, there are different types of templates for Server Security Configuration Checklist. Please visit the Baseline and Configuration Management, Office of Cyber Security, and Security Server Control Checklists webpages for the template specific to your project.

For a complete list of the VA Handbook 6500 Directives please visit the "Department of Veterans Affairs Directives" library (in the Standards section) and search for document number 6500.

Process Activity Name: DOC-02 Define Operations and Maintenance System Support**Concurrent Activities**

DOC-01 Create Server Security Configuration Checklist

And

DOC-03 Define Installation Procedures

And

DOC-04 Create Security Guide

And

DOC-05 Define Technical Manual/Systems Management Guide

And

DOC-06 Create User Guide

And

DOC-07 Create Developer's Guide

And

DOC-08 Create Online Help

Previous Activities

Process Begins

Next Activities

DOC-09 Conduct Peer Review of Product Documentation

Description

The Project Manager defines the operations and maintenance system support as part of the Operational Acceptance Plan (OAP). The "Operational Roles and Responsibilities" section of the OAP contains references to multiple documents defining the roles and responsibilities of each party involved in the delivery and support of the application/ service for the Project Manager to select from in relation to the specific project. As needed, the Project Manager creates the Operations and Maintenance Responsibility Matrix when the individual matrices referenced in the OAP will not adequately define roles and responsibilities.

Input

Interface Control Document

Operational Acceptance Plan

Requirements Specification Document

System Design Document

Use Case Specification

Output

Operations and Maintenance Responsibility Matrix, if needed

Updated Operational Acceptance Plan

Associated Artifacts

Operations and Maintenance Responsibility Matrix Template

Operational Acceptance Plan Template

Responsible Role

Project Manager

Accountable Role

Program Manager

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Rational Team Concert (Change/Configuration Management)

Standards

Approved Applications Abbreviations

Displaying Sensitive Data Guide

More Info

Access listing of evaluated Online Help software by searching for Online Help in the One-VA Technical Reference Model website.

The previous Operations and Maintenance Plan Template has been eliminated and the information incorporated into the Operational Acceptance Plan Template.

Process Activity Name: DOC-03 Define Installation Procedures**Concurrent Activities**

DOC-01 Create Server Security Configuration Checklist

And

DOC-02 Define Operations and Maintenance System Support

And

DOC-04 Create Security Guide

And

DOC-05 Define Technical Manual/Systems Management Guide

And

DOC-06 Create User Guide

And

DOC-07 Create Developer's Guide

And

DOC-08 Create Online Help

Previous Activities

Process Begins

Next Activities

DOC-09 Conduct Peer Review of Product Documentation

Description

The Technical Writer creates the Deployment, Installation, Rollback, Back-out Guide Template, which is a required document for national releases of products/patches to be installed on multiple platforms (e.g., client/server installations). This artifact provides the information necessary to install the software with little or no assistance from the software developers or support staff as well as troubleshooting, back-out and rollback instructions. Installation procedures are a required component and must be accessible according to the "Section 508 Standards for Electronic and Information Technology Accessibility" section 1194.41. These artifacts are included in the final overall Release Package.

If this product is an enhancement to an existing product, the current Deployment, Installation, Rollback, Back-out Guide Template is updated.

Input

Requirements Specifications Document

System Design Document

Output

Deployment, Installation, Rollback, Back-out Guide

Release Notes

Associated Artifacts

Deployment, Installation, Rollback, Back-out Guide Template

Release Notes Template

Responsible Role

Technical Writer

Accountable Role

Program Manager

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Rational Team Concert (Change/Configuration Management)

VA Software Document Library

Standards

Approved Applications Abbreviations

Displaying Sensitive Data Guide

Documentation Style Guide

End-User Documentation Standards

Section 508 Policy and Procedures

Section 508 Standards Checklists, and Document Applications Checklists

Section 508 Standards for Electronic and Information Technology

More Info

None Listed

Process Activity Name: DOC-04 Create Security Guide

Concurrent Activities

DOC-01 Create Server Security Configuration Checklist

And

DOC-02 Define Operations and Maintenance System Support

And

DOC-03 Define Installation Procedures

And

DOC-05 Define Technical Manual/Systems Management Guide

And

DOC-06 Create User Guide

And

DOC-07 Create Developer's Guide

And

DOC-08 Create Online Help

Previous Activities

Process Begins

Next Activities

DOC-09 Conduct Peer Review of Product Documentation

Description

The Technical Writer creates the Security Guide to control the release of sensitive information related to national software. If national software contains highly-sensitive information (e.g., personnel or payroll systems), this component of the software documentation will not be

included in any Freedom of Information Act (FOIA) request releases. Because certain levels of access (e.g., security keys and/or roles) and authorization must be delegated for proper management of the system, information about these items may be found elsewhere in the software documentation. The Technical Writer identifies and explains any unique and/or atypical features and miscellaneous information that may be of particular interest to security personnel (e.g., Information Security Officers [ISOs]), operations support, and other support groups.

The Security Guide is a required documentation component when the software contains sensitive information. It can be released as a standalone manual, or included as a security section in the Production Operations Manual, Technical Manual or Systems Management Guide. If the software contains highly-sensitive information, the two manuals must not be combined. If this product is an enhancement to an existing product, the current Security Guide may require an update.

Input

Requirements Specification Document

System Design Document

Output

Security Guide

Associated Artifacts

Guidance Document Template

Security Guide Template

Responsible Role

Technical Writer

Accountable Role

Program Manager

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Rational Team Concert (Change/Configuration Management)

VA Software Document Library

Standards

Approved Applications Abbreviations

Displaying Sensitive Data Guide

Documentation Style Guide

End-User Documentation Standards

Section 508 Policy and Procedures

Section 508 Standards Checklists, and Document Applications Checklists

Section 508 Standards for Electronic and Information Technology

More Info

The Security Guide, oriented primarily towards the user community, is a required artifact distinct from those artifacts required by the VA Assessment and Authorization process. No standard template exists. However, see Vista Document Library for examples of completed documents.

Process Activity Name: DOC-05 Define Technical Manual/Systems Management Guide

Concurrent Activities

DOC-01 Create Server Security Configuration Checklist

And

DOC-02 Define Operations and Maintenance System Support

And

DOC-03 Define Installation Procedures

And

DOC-04 Create Security Guide

And

DOC-06 Create User Guide

And

DOC-07 Create Developer's Guide

And

DOC-08 Create Online Help

Previous Activities

Process Begins

Next Activities

DOC-09 Conduct Peer Review of Product Documentation

Description

The Technical Writer defines the Technical Manual or Systems Management Guide, which is integrated into the Production Operations Manual (POM) as routine operations. This section of the POM provides sufficient technical information about the software for programmers and technical personnel to operate and maintain the software with only minimal assistance from the product support personnel.

The intended audience for this documentation is software support, management, and development personnel for nationally released software. If this product is an enhancement to an

existing product, the current Technical Manual or Systems Management Guide will most likely be updated.

Input

Production Operations Manual

Requirements Specification Document

System Design Document

Output

Updated Production Operations Manual

Associated Artifacts

None Listed

Responsible Role

Technical Writer

Accountable Role

Project Manager

Consulted Role

Software Quality Assurance Analyst

Informed Role

None Listed

Tools and Websites

Rational Team Concert (Change/Configuration Management)

VA Software Document Library

Standards

Approved Applications Abbreviations

Displaying Sensitive Data Guide

Documentation Style Guide

End-User Documentation Standards

Section 508 Policy and Procedures

Section 508 Standards Checklists, and Document Applications Checklists

Section 508 Standards for Electronic and Information Technology

More Info

If a Technical Manual/Systems Management Guide is required as a separate deliverable to the POM, see Vista Document Library for examples of completed documents (no standard template exists for a Technical Manual/Systems Management Guide).

Process Activity Name: DOC-06 Create User Guide

Concurrent Activities

DOC-01 Create Server Security Configuration Checklist

And

DOC-02 Define Operations and Maintenance System Support

And

DOC-03 Define Installation Procedures

And

DOC-04 Create Security Guide

And

DOC-05 Define Technical Manual/Systems Management Guide

And

DOC-07 Create Developer's Guide

And

DOC-08 Create Online Help

Previous Activities

Process Begins

Next Activities

DOC-09 Conduct Peer Review of Product Documentation

Description

The Technical Writer creates a user manual, which is a required documentation component. Multiple User Guides can be produced for any given software (for example: Setup Guide, Deployment Guide, etc.). This guide is included in the final overall Release Package.

If this product is an enhancement to an existing product, the current User Guide will most likely be updated.

Input

Requirements Specification Document

System Design Document

Output

Updated Release Notes

User Guide

Associated Artifacts

Release Notes Template

User Guide Template

Responsible Role

Technical Writer

Accountable Role

Project Manager

Consulted Role

Software Quality Assurance Analyst

Informed Role

None Listed

Tools and Websites

Rational Team Concert (Change/Configuration Management)

VA Software Document Library

Standards

Approved Applications Abbreviations

Displaying Sensitive Data Guide

Documentation Style Guide

End-User Documentation Standards

Section 508 Policy and Procedures

Section 508 Standards Checklists, and Document Applications Checklists

Section 508 Standards for Electronic and Information Technology

More Info

None Listed

Process Activity Name: DOC-07 Create Developer's Guide**Concurrent Activities**

DOC-01 Create Server Security Configuration Checklist

And

DOC-02 Define Operations and Maintenance System Support

And

DOC-03 Define Installation Procedures

And

DOC-04 Create Security Guide

And

DOC-05 Define Technical Manual/Systems Management Guide

And

DOC-06 Create User Guide

And

DOC-08 Create Online Help

Previous Activities

Process Begins

Next Activities

DOC-09 Conduct Peer Review of Product Documentation

Description

The Technical Writer creates the Developer's Guide. The main purpose of a Developer's Guide is to document Application Program Interfaces (APIs) and/or other public interfaces. This information is used by developers of external applications, whose code makes use of the services supplied by the APIs. Any application fitting these criteria must provide a developer's guide.

A Developer's Guide is a required documentation component if pertinent to your project and may also need to include the following types of information:

- How to configure developer workstations/servers
- How to troubleshoot and interpret exception messages
- How to use tools/utilities included in the application package
- Any dependency on other components/services (for example, HealtheVet Desktop is dependent on VistALink) and version information of those components/services (especially if there are known compatibility issues)

Input

Requirements Specification Document

System Design Document

Output

Developers Guide

Associated Artifacts

Guidance Document Template

Responsible Role

Technical Writer

Accountable Role

Project Manager

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Rational Team Concert (Change/Configuration Management)

VA Software Document Library

Standards

Approved Applications Abbreviations

Displaying Sensitive Data Guide

Documentation Style Guide

End-User Documentation Standards

Section 508 Policy and Procedures

Section 508 Standards Checklists, and Document Applications Checklists

Section 508 Standards for Electronic and Information Technology

More Info

The Developer's Guide content will vary considerably between applications.

No standard template exists. However see Vista Document Library for examples of completed documents.

Process Activity Name: DOC-08 Create Online Help**Concurrent Activities**

DOC-01 Create Server Security Configuration Checklist

And

DOC-02 Define Operations and Maintenance System Support

And

DOC-03 Define Installation Procedures

And

DOC-04 Create Security Guide

And

DOC-05 Define Technical Manual/Systems Management Guide

And

DOC-06 Create User Guide

And

DOC-07 Create Developer's Guide

Previous Activities

Process Begins

Next Activities

DOC-09 Conduct Peer Review of Product Documentation

Description

The Technical Writer creates Online Help, which is a required component for all Graphical User Interface (GUI) based or Web-based nationally released software. Online Help must be accessible from within the application and contain context-sensitive help and system help.

Online Help must meet 508 requirements according to the "Electronic and Information Technology Accessibility Standards" sections 1194.41 and 1194.22.

Input

Requirements Specifications Document

System Design Document

Output

Product Online Help

Associated Artifacts

None Listed

Responsible Role

Technical Writer

Accountable Role

Project Manager

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Rational Team Concert (Change/Configuration Management)

One-VA Technical Reference Model

Standards

Approved Applications Abbreviations

Displaying Sensitive Data Guide

Documentation Style Guide

End-User Documentation Standards

Section 508 Policy and Procedures

Section 508 Standards Checklists, and Document Applications Checklists

Section 508 Standards for Electronic and Information Technology

More Info

Access listing of evaluated Online Help software by searching for Online Help in the One-VA Technical Reference Model website.

Process Activity Name: DOC-09 Conduct Peer Review of Product Documentation

Previous Activities

DOC-01 Create Server Security Configuration Checklist

AND

DOC-02 Define Operations and Maintenance System Support

AND

DOC-03 Define Installation Procedures

AND

DOC-04 Create Security Guide

AND

DOC-05 Define Technical Manual/Systems Management Guide

AND

DOC-06 Create User Guide

AND

DOC-07 Create Developer's Guide

AND

DOC-08 Create Online Help

Next Activities

DOC-10 Conduct Formal Review of Product Documentation

Description

The Project Manager conducts the Product Documentation Peer Review in accordance with the Quality Assurance Standards (appropriate sections pertaining to Peer Reviews) performing the following general steps:

1. Distribute the Peer Review Materials

2. Review the Peer Review Materials
3. Distribute the Consolidated Peer Review Findings
4. Record the Finding Resolutions
5. Implement the Finding Resolutions

The goal of the peer review of the Product Documentation is to resolve any questions the project team may have and to ensure the quality of the deliverable.

Input

Operational Acceptance Plan

Production Operations Manual

Security Guide

User Guide

Output

Record of Notification

Product Documentation Review Checklist (Review Findings Summary included)

Updated Operational Acceptance Plan

Updated Production Operations Manual

Updated Security Guide

Updated User Guide

Associated Artifacts

Record of Notification Template

Product Documentation Review Checklist

Operational Acceptance Plan Template

Security Guide Template

User Guide Template

Responsible Role

Project Manager

Accountable Role

Program Executive Officer

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Rational Team Concert (Change/Configuration Management)

Standards

Quality Assurance Standard

More Info

None Listed

Process Activity Name: DOC-10 Conduct Formal Review of Product Documentation**Previous Activities**

DOC-09 Conduct Peer Review of Product Documentation

Next Activities

Process Ends

Description

The Software Quality Assurance Analyst conducts the Product Documentation Formal Review in accordance with the ProPath Reviews Guide (appropriate sections pertaining to Formal Reviews) performing the following general steps:

1. Plan the Formal Review
2. Review the Formal Review Materials
3. Implement the Finding Resolutions

The goal of the formal review is to obtain stakeholder concurrence of the Product Documentation artifacts and appropriate approval signatures.

Input

Operational Acceptance Plan

Production Operations Manual

Security Guide

User Guide

Output

Artifact Review Agenda and Minutes

Product Documentation Artifacts Approval Signatures

Product Documentation Review Checklist (Review Findings Summary included)

Updated Operational Acceptance Plan

Updated Production Operations Manual (Approval Signatures included)

Updated Security Guide

Updated User Guide

Associated Artifacts

Artifact Review Agenda and Minutes Template

Product Documentation Artifacts Approval Signatures Template

Product Documentation Review Checklist

Operational Acceptance Plan Template

Security Guide Template

User Guide Template

Responsible Role

Software Quality Assurance Analyst

Accountable Role

Project Manager

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Rational Team Concert (Change/Configuration Management)

Standards

Digital Signature Guide

Digital Signature Standard (DSS)

Quality Assurance Standard

More Info

None Listed

END OF PROCESS